



**Kentucky FCC Complaint Log
2013-2014**

Complaint Tracking for Kentucky (06/01/2013-05/31/2014). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/27/13	Customer stated that she had difficulty getting hold of a relay service. This has been occurring for a while and does not happen at a particular time of the day. She stated she used the VCO designation number. Apologized to the customer for the inconvenience and assured that this concern will be expedited for a resolution. Customer requests a follow up from the state account manager.	06/27/13	Called the customer and gave him the correct VCO number. He appreciated the follow up.
2	07/08/13	The customer reached the wrong number and asked the Communication Assistant to verify the number dialed. When the Communication Assistant verified the number, the customer hung up. Apologized for the inconvenience and assured this would be given to the appropriate person for review. Follow up required.	07/10/13	A Supervisor discussed the customer's concerns with the Communication Assistant who recalls responding to the customer's request to repeat the number dialed. The Communication Assistant recalls that the customer hung up after the number was provided and did not express a concern. Had the customer expressed a concern, the Communication Assistant said she would have apologized and promptly dialed the correct number. The Supervisor followed up with the customer to ask if there was printed copy of the dialing information. The customer responded no. Apologies were shared, the customer will try to request a Supervisor at the time of the call when issues occur.
3	07/10/13	Customer stated that the Communication Assistant stopped responding during her call. She heard a loud beep and then the call disconnected. The Supervisor apologized for any inconvenience and assured the customer we would look into the matter. Supervisor also advised the customer that the disconnect could be the result of a technical issue.	07/10/13	Supervisor met with the Communication Assistant. The Communication Assistant remembers placing a toll free call that did not connect properly and tried it again and reached a recording. The lines had all dropped at once. The Communication Assistant was coached.